



Our Vision: To ensure a quality workforce for the State of Mississippi
Our Mission: To lead the way in human capital and workforce management

Office of Workforce Development

Professional Development Course Descriptions

MCPM
 **MISSISSIPPI CERTIFIED
PUBLIC MANAGER®**

HRCP
 **HUMAN RESOURCES
CERTIFICATION PROGRAM**

ASCP
 **ADMINISTRATIVE SERVICES
CERTIFICATION PROGRAM**

BSC
 **BASIC SUPERVISORY
COURSE**



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www.mspb.ms.gov

ADVANCED CULTURAL DIVERSITY

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- To formulate greater sensitivity and ability to relate to people differing in age, culture, race, gender, lifestyle, and/or physical ability.
- To recognize bias and prejudice and its impact on others.
- To examine both opportunities and challenges presented by the diversity in our organizations.
- To examine how cultural and diversity-related variables impact our ability to relate to coworkers.

TARGET AUDIENCE: All Staff

Required for ASCP Level II

ADVANCED PRESENTATION SKILLS

INSTRUCTOR: KEVIN RUSSEL OR CHARLES SAMPSON

OBJECTIVES:

- Identify advanced methods and techniques for captivating an audience's attention (The Great Beginning).
- Discuss creative methods and techniques for conveying the central idea (Tell Them What You are Going to Tell).
- Define creative methods and techniques for inspiring the audience to action (Making Them March).
- Build further confidence in one's ability to speak in impromptu and informal situations.
- Practice advanced presentation skills by preparing, delivering, and critiquing oral presentations.

TARGET AUDIENCE: All Staff responsible for delivering presentations

6 Hours CPM Credit

ADVANCED WRITING

INSTRUCTOR: RENEE' SCALES

OBJECTIVES:

- Improve productivity by writing quickly and easily.
- Increase credibility with quality writing that reflects your best ideas and abilities.
- Write with confidence using proven communication standards.
- Build skills to prepare you to complete a successful CPM project.

TARGET AUDIENCE: All Staff/Supervisory/Management

6 Hours CPM Credit

APPLYING THE MYERS-BRIGGS TYPE INDICATOR: *An Interactive Workshop for Managers*

INSTRUCTOR: MARIANNE GAUDIN, CPM

OBJECTIVES:

- Review the Sixteen Personality Types (MBTI) and analyze participants “Management Styles.”
- Develop strategies to manage subordinates of different types.
- Analyze the “fit” between participants and their organizations.
- Apply type theory to various management areas, such as team building, problem solving, and communication.

TARGET AUDIENCE: All Staff/Supervisory/Management

Prerequisite: Myers-Briggs Personality Inventory
6 Hours CPM Credit

BEHAVIORAL INTERVIEWING

INSTRUCTOR: ANN HOMER COOK, PH.D.

OBJECTIVES:

- Define behavioral interviewing and how it relates to your hiring challenges.
- Discuss the value of behavioral interviewing in today’s workplace.
- Review and practice behavioral interviewing.
- Develop strategies to ask the right questions and to listen to and interpret the answers.

TARGET AUDIENCE: All Staff/Supervisory/Management

6 Hours CPM Credit

BIRDS OF A FEATHER: *Using Behavior to Improve Listening and Communication*

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Examine personal growth opportunities resulting from elective listening and awareness of the impact of communication filters.
- Examine the impact of an individual’s behavior style on the listening and communication process.
- Explore effective ways to communicate with individuals based on their dominant behavior style.
- Develop and practice “active” listening skills.
- Develop skills to communicate effectively when managing disagreements and resolving conflicts.

TARGET AUDIENCE: All Staff/Supervisory/Management

6 Hours CPM Credit

BUILDING BLOCKS OF SUPERVISION

INSTRUCTOR: MARIANNE GAUDIN, CPM

OBJECTIVES:

- Define the communication continuum.
- Discuss motivation and delegation.
- Debate why you should “break the Golden Rule.”
- Discover if you are a stress carrier.
- Develop listening skills and verbal/non-verbal communication skills.
- Clearly define effective time management.
- Develop decision-making skills.
- Discuss the difference between tunnel vision and creative problem solving.

TARGET AUDIENCE: Supervisory/Management
6 Hours CPM Credit

CARING CUSTOMER SERVICE

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Identify the internal and external customers of state agencies and organizations.
- Identify the three fundamental causes of most customer service problems.
- Examine the difference between caring, uncaring, and simply adequate customer service.
- Develop skills to deliver positive personal messages even when we must deliver negative content messages to our customers.
- Discuss basic strategies and develop proactive skills for dealing with difficult customers.
- Explore state agencies customer service culture including feeling about customers and their feelings toward specific agencies or state government in general.
- Develop recommendations for removing roadblocks and improving customer service.
- Measure the impact that personal and job-related stress has on our ability to provide caring customer service.
- Identify courteous and effective telephone communication strategies.
- Develop a personal strategy for setting and monitoring customer service improvement goals.

TARGET AUDIENCE: All Staff/Public Relations Staff/Supervisory/ Management

COACHING AND FEEDBACK:

The Keys to Improving Performance

INSTRUCTOR: JAN WALKER, CPM

OBJECTIVES:

- Explore methods of coaching and feedback that enhance performance.
- Practice the application of developing coaching and feedback skills.

TARGET AUDIENCE: HR/Training Personnel Managers/Supervisors
6 Hours CPM Credit

COMMUNICATION WITH EMPLOYEES:

The Critical Link

INSTRUCTOR: LINDA ROSS ALDY

OBJECTIVES:

- Examine the value of employee feedback.
- Select appropriate tools for your agency's employee communications program.
- Discuss why employee communications is not just a PR department function.

TARGET AUDIENCE: All Staff/Public Relations Staff/Supervisory/Management
6 Hours CPM Credit

COMPLAINTS AND COMPLIMENTS

INSTRUCTOR: LINDA ROSS ALDY

OBJECTIVES:

- Discuss why complaints should be treasured and how to react or respond to compliments.
- Develop a complaint management plan that enhances service delivery, employee morale, and organizational image.
- Develop methods that use compliments to boost employee morale, public perception, and service.

TARGET AUDIENCE: All Staff/Public Relations Staff/Supervisory/Management
6 Hours CPM Credit

COMPONENTS OF A SUCCESSFUL PERSONAL AND PROFESSIONAL LIFE

INSTRUCTOR: ANN HOMER COOK, PH.D.

OBJECTIVES:

- Identify personal and professional values.
- Recognize the impact of these values on a performance-oriented workplace and an enjoyable personal life.
- Develop techniques for utilizing these strengths to successfully negotiate the professional life and workplace as well as personal life.
- Identify problems caused within organizations when there is not a value match.
- Discuss strategies to reorient oneself to becoming successful in all areas of life.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

CRAZY BUSY: COPING STRATEGIES

INSTRUCTOR: ANN HOMER COOK, PH.D.

OBJECTIVES:

- Explore the myth and reality of multitasking.
- Recognize new problems created by technology and learn new solutions.
- Develop techniques necessary to be successful in an overloaded world.
- Participate in a project us the Ten Principle to Managing Modern Life.
- Recognize the role that noise, money, and worry play in job performance.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

CRISIS! WHEN PUBLIC RELATIONS AND TRADITIONAL COMMUNICATIONS WON'T WORK

INSTRUCTOR: LINDA ROSS ALDY

OBJECTIVES:

- Identify potential crisis situations for your agency and discuss preparation methods for these situations.
- Select the appropriate players for your crisis communication team.
- Define a basic crisis communication drill.

TARGET AUDIENCE: All Staff/Public Relations Staff/Supervisory/Management
6 Hours CPM Credit

CULTURAL DIVERSITY

INSTRUCTOR: DAVID HAYES OR PAMELA CONFER

OBJECTIVES:

- Name the legal “do’s” and “don’ts” of managing a culturally-diverse workplace.
- Describe the nature of biases and preconceptions.
- Recognize acts and omissions that cause employees to feel isolated, unimportant, and/or unwanted.
- Develop strategies to capitalize on diversity.
- Build down-to-earth techniques for minority success in the workplace.

TARGET AUDIENCE: All Staff

Required for ASCP Level I

CULTURAL INTELLIGENCE:

Making Our Differences Work for All of US

INSTRUCTOR: JAN WALKER, CPM OR LYNDA HUNSICKER, CPM

OBJECTIVES:

Explore the concept of “cultural intelligence” and its importance in a successful 21st century organization.

Discuss the many types of diversity in our country.

Examine the potential impact of diversity on our organizations.

Recognize the importance of embracing and leveraging diversity to maintain a viable and productive workplace.

TARGET AUDIENCE: All Staff/Supervisory/Management

6 Hours CPM Credit

CUSTOMER SERVICE

INSTRUCTOR: LINDA ROSS ALDY, SHARON BRIDGES, OR DAVID HAYES

OBJECTIVES:

- Recognize why outstanding customer service is every state employee’s responsibility.
- Identify how customer service can affect the image of and funding for your agency.
- Develop skills to deal with internal and external customers.
- State how effective customer service skills can make your job easier and more enjoyable.

TARGET AUDIENCE: All Staff/Supervisory/Management

6 Hours CPM Credit

CUSTOMER WOW SERVICE!

INSTRUCTOR: SHARON BRIDGES

OBJECTIVES:

- Identify customers.
- Define the needs and expectations of customers.
- Identify the agency's mission and discuss the relationship of that mission to customers.
- Define measurement standards.
- Discuss process improvements.
- Demonstrate self-commitment.

TARGET AUDIENCE: All Staff/Supervisory/Management

DEALING WITH DIFFICULT CUSTOMERS

INSTRUCTOR: SHARON BRIDGES

OBJECTIVES:

- Examine the difference between caring and uncaring, or indifferent customer service.
- Examine the impact of our ethics, values, and attitudes on our approach to customer service especially when dealing with difficult customers.
- Explore the impact of the personal content messages that we send to customers with each interaction.
- Discuss some of the major reasons customers become upset and what they want once they are upset.
- Develop skills to effectively manage both closed-ended and open-ended questions and to be proactive rather than reactive when dealing with upset or difficult customers.

TARGET AUDIENCE: All Staff
Required for ASCP Level III

DEVELOPING EMOTIONAL COMPETENCIES

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Examine the basic concepts of Emotional Intelligence and Emotional Competence.
- Recognize the importance of developing and improving the eight "Core Public Sector Competencies."
- Discuss general strategies for getting along, getting notices, and getting ahead at work.
- Indicate how an IDP (Individual Development Plan) can become part of an action plan to develop and improve emotional competencies.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

DEVELOPING TRUST IN YOUR EMPLOYEES/CO-WORKERS

INSTRUCTOR: LYNDA HUNSICKER, CPM

OBJECTIVES:

- Recognize the importance of trust in the workplace.
- Identify ways to develop trust.
- Recognize the importance of keeping your word.
- Practice giving and receiving positive feedback.
- Increase self-esteem.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

EFFECTIVE AND LEGAL INTERVIEWING SKILLS

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES:

- Recognize the legal ramifications of interviewing and ADA requirements.
- Identify guidelines for conducting legally-defensible interviews.
- Review and practice various interviewing approaches, including behavior description and situational questions.
- Discuss the appropriate questions to ask and how to listen to and interpret responses.
- Develop skills in conducting effective background investigations.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

EMOTIONAL INTELLIGENCE:

The New Yardstick in Leadership, Development, Performance, and Career Advancement

INSTRUCTOR: ANN HOMER COOK, PH.D. OR CHARLES SAMPSON

OBJECTIVES:

- Identify criteria and traits that determine excellence in leadership and performance.
- Discuss how Emotional Intelligence relates to effectiveness in the workplace and why it is crucial to career development.
- Identify leadership and management competencies with regard to Emotional Intelligence.
- Discuss how MBTI relates to Emotional Intelligence.
- Participate in group projects focus on developing techniques for improving Emotional Intelligence.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

ETIQUETTE IN BUSINESS

INSTRUCTOR: LINDA ROSS ALDY

OBJECTIVES:

- Discuss how to make positive first impressions and list professional image tips.
- Identify proper etiquette in business and proper business greeting and introduction.
- Practice the art of business conversation.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

FACILITATION: ITS ART AND FUNCTION

INSTRUCTOR: PAMELA BAKER, PH.D.

OBJECTIVES:

- Identify and discuss types of facilitation and identify and discuss key attributes for an effective facilitator.
- Identify and discuss key principles for an effective environment and create a facilitations skills checklist.
- Compare productive and non-productive facilitated environments.
- Compare the role of facilitations in different contexts, such as hierarchical tasks, workplace committees, compressed time tasks and extended time tasks and draft work plans for selected facilitation roles.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

FACILITATION SKILLS: Make the Most of Team Meetings and Work Groups

INSTRUCTOR: LYNDIA HUNSICKER, CPM

OBJECTIVES:

- Describe the attributes of an effective group/team facilitator.
- Discuss self-awareness and its relationship to group dynamics.
- Develop skills to improve meeting management, observation and feedback.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

FINDING OUT WHAT YOUR CUSTOMERS WANT

INSTRUCTOR: LYNDA HUNSICKER, CPM

OBJECTIVES:

- Define the use of focus groups for planning purposes.
- Identify a successful focus group activity.
- Discuss the basics of preparing focus group discussion questions.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

FOCUS: ACHIEVING YOUR HIGHEST PRIORITIES

INSTRUCTOR: MARIANNE GAUDIN, CPM

OBJECTIVES:

- Define your goals and break them down into complete tasks.
- Reduce stress by eliminating unnecessary activities.
- Discuss methods for information management and a planning system.
- Integrate skills to balance life and work priorities.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

GENDER IN THE WORKPLACE

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Identity ways in which sex role expectations have or have not changed.
- Explore socialization forces that influence women and men's aspirations, occupational choices, and successes.
- Discuss ways in which males and females stereotype one another.
- Examine personal reactions to workplace situations with sexual overtones.
- Discuss how expectations for managerial behavior are "gendered" and how these expectations may restrict managerial effectiveness.
- Identify the qualities of equalitarian relationships at work.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

GENERATIONS AT WORK

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Identify and discuss generational differences in the workplace.
- Cite generational challenges faced in the workplace.
- Formulate methods to deal with different personalities and perspectives of different generations in the workplace.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

HOT BUTTONS: USING PERSONALITY TYPE TO EXPLORE CONFLICT

INSTRUCTOR: MARIANNE GAUDIN

OBJECTIVES: This one-day session explores conflict in relation to the individual differences that are caused by normal personality type. Participants are introduced to the “conflict pairs” that can sometimes make interactions stressful and nonproductive. The following topics are included:

- Likely causes of conflict
- Desired outcomes
- Role of emotion
- Others’ impressions
- Satisfactory outcomes
- Blind spots
- Hot buttons

TARGET AUDIENCE: All Staff
3 Hours CPM Credit

HOW TO CONDUCT A WORKPLACE INVESTIGATION

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES: With the EEOC reporting an ever increasing number of workplace harassment complaints, it is more important than ever for agency personnel to know how to react and handle complaints. Employers have a legal duty to promptly and thoroughly investigate complaints of harassment, discrimination, and retaliation that occur in the workplace. Topics include, but are not limited to:

- Determining whether or not an investigation is necessary.
- Identifying the scope, goals, and time line of an investigation.
- Identifying interviewing techniques and questions the EEOC recommends asking third parties and witnesses.
- Determining the appropriate recommendations and actions and how to conclude the investigation.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

HOW TO CONFRONT WITHOUT KILLING OR DYING: *A Step by Step Process of Dealing with Conflict for the Non-Confrontational Manager*

INSTRUCTOR: ANN HOMER COOK, PH.D.

OBJECTIVES:

- Identify why some personalities have difficulty in confronting and to recognize when it is necessary to confront.
- Define appropriate ways to prepare for confrontation when necessary.
- Recognize the problems of not confronting on the success of high performing teams.
- Identify when confrontation will not be successful and to recognize the importance of self -are after confronting.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

HOW TO MANAGE MULTIPLE PRIORITIES

INSTRUCTOR: SHARON BRIDGES OR DIANNE MACON

OBJECTIVES:

- Identify and develop methods to balance tasks.
- Recognize the importance of communication in achieving maximum productivity in a multitasking world.
- Develop strategies for getting along with bosses and coworkers during high stress periods.

TARGET AUDIENCE: All Staff
Required for ASCP Level II

INDIVIDUAL EMPLOYEE DEVELOPMENT PLANNING

INSTRUCTOR: JULIA SUMMERS OR TORI WHITLEY

OBJECTIVES:

- Explain the process of an Individual Development Plan (IDP) and recognize its importance in the workplace.
- Develop a personal IDP.
- Identify Goals, Methods of achieving those goals and desired outcomes in an IDP.

TARGET AUDIENCE: Supervisory/Management
3 Hours CPM Credit

INTERGENERATIONAL WORKPLACE

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Explore age-related issues within the government workforce.
- Examine stereotypes regarding ageism.
- Discuss the laws relating to age in the workplace.
- Identify the value of intergenerational workplaces.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 CPM Credit

KEY ROLES OF LEADERSHIP

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Identify important stakeholders and implement effective strategies to meet their needs.
- Define tools that can be used to develop new initiatives and solve problems.
- Recognize the “six rights” used to motivate people, increase productivity, and reduce crises.
- Cultivate a range of leadership styles that bring out the best performance in others.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

LEADERSHIP STRATEGIES FOR THE PUBLIC SECTOR

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Examine the relationship between leadership, power, and motivations.
- Identify methods for effective leadership when there is no official authoritative relationship with other team members.
- Define methods for practicing “shared leadership” when conducting meeting or engaging in creative problem solving.
- Determine private sector “best practices” that could be applied to public sector leadership.
- Test leadership theory using the nationally-recognized leadership training game “Leadout: An Experience in Leadership.”

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

LEVERAGING CONFLICT

INSTRUCTOR: CHARLES SAMPSON

OBJECTIVES:

- Discuss how particular preferences for managing conflict affect consensus building.
- Identify the four components of leveraging organizational conflict: assessing the conflict, creating value, distributing value, and integrating learning.
- Prescribe how to function as a “non-anxious presence” in the face of anxiety created by chaos, crisis, and/or conflict.
- Explore opportunities for applying the mutual gains approach to conflict management and consensus building in your organization.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

MAKING DIVERSITY WORK

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Discuss strategies for sensitively relating to people that differ in terms of age, culture, race, gender, lifestyles, and/or physical ability.
- Identify effective methods for handling diversity-related conflicts in the workplace and examine how cultural and diversity-related variables can impact performance evaluation.
- Discuss barriers to diversity and problems that arise as employees are faced with change.
- Examine how to create a workplace environment where employees feel valued and included.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

MANAGERIAL COURAGE:

When to Speak, When to Shut Up, and the Wisdom to Know the Difference

INSTRUCTOR: LINDA ROSS ALDY OR ANN HOMER COOK, PH.D.

OBJECTIVES:

- Identify personal and organizational illusions.
- Determine environmental barriers to courage.
- Develop plans for managing courageous work groups.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

MANAGING IN TOUGH TIMES

INSTRUCTOR: ANN HOMER COOK, PH.D.

OBJECTIVES:

- Discuss today's budgetary realities and how to maintain quality of services with fewer resources.
- Develop methods for reevaluation of functions and delivery systems.
- Develop strategies for moving ahead despite budgetary limitations.
- Examine internal and external collaboration methods that lessen the impact of budgetary constraints.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

MANAGING INTERPERSONAL CONFLICT

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Discuss the four major categories of differences that cause conflict.
- Develop ways to identify internal attitudes that form roadblocks to conflict resolution.
- Develop skills to recognize and utilize the conflict management style of ourselves and others in order to effectively manage conflict with coworkers and customers.
- Develop an approach to listening to other points of view that facilitate the process of conflict resolution.
- Develop a “win-win” approach to conflict management.

TARGET AUDIENCE: All Staff/Supervisory/Management

MANAGING MANAGERIAL STRESS

INSTRUCTOR: MARIANNE GAUDIN, CPM

OBJECTIVES:

- Inventory your level of stress and measure your coping strengths.
- Explore the advantages of “alternate stress.”
- Discuss stressor experienced within the supervisor’s role.

TARGET AUDIENCE: Supervisory/Management
3 Hours CPM Credit

MEDIA MATTERS: Managing the Media and Your Message

INSTRUCTOR: LINDA ROSS ALDY

OBJECTIVES:

- Examine how the media works.
- Discuss the importance of working with the media.
- Explore methods of creating a newsworthy message and effectively delivering that message.

TARGET AUDIENCE: All Staff
3 Hours CPM Credit

MOTIVATION/BURNOUT

INSTRUCTOR: SHARON BRIDGES

OBJECTIVES:

- Identify the symptoms and discuss the causes of burnout.
- Identify the motivators in the work environment.
- Establish goals that contribute to motivation and avoid burnout.
- Develop goals to achieve greater job satisfaction.

TARGET AUDIENCE: All Staff

Required for ASCP Level III

NEGOTIATION SKILLS

INSTRUCTOR: CHARLES SAMPSON

OBJECTIVES:

- Identify basic skills used when negotiating, whether it's in the workplace or in your personal life.
- Examine Competitive vs. Cooperative negotiation.
- Analyze the methods of the Power Bargainer and the Problem Solver, and the practical ramifications of each style.
- Practice different styles of negotiating.
- Discuss basic principles of drafting negotiated agreements and principles of contract law that govern many negotiated agreements.
- Review ethical issues in negotiating.

TARGET AUDIENCE: All Staff/Supervisory/Management

6 Hours CPM Credit

OVERCOMING THE 5 DYSFUNCTIONS OF A TEAM

INSTRUCTOR: CHARLES SAMPSON

OBJECTIVES:

- Define characteristic that make up a team and how those characteristics benefit an organization.
- Identify the five dysfunctions of a team and accurately diagnose their presence and impact.
- Develop strategies for confronting and correcting the dysfunctions to improve team performance.

TARGET AUDIENCE: All Staff/Supervisory/Management

6 Hours CPM Credit

OVERVIEW OF GOVERNMENT PROCESSES

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES:

- Review the processes of state government.
- Discuss items of historical reference for employees.
- Identify state agencies and the services they provide.

TARGET AUDIENCE: All Staff

BSC participants should not take this course

PERFORMANCE DEVELOPMENT SYSTEM

INSTRUCTOR: JULIA SUMMERS

OBJECTIVES:

- Define Performance Management and illustrate why it is the foremost management competency for today's managers.
- Discuss how the Performance Appraisal fits into the Performance Management process.
- Review the rules, procedures, deadlines, responsibilities, and forms used in the state's Performance Appraisal Review System.
- Develop methods to draft descriptive duty statements, create meaningful performance standards, incorporate the Public Sector Core Competencies into the Performance Appraisal process, create an IDP, take effective corrective action, and conduct a Narrative Appraisal.

TARGET AUDIENCE: All Staff/Supervisory/Management/Human Resource Professionals

4 Hours CPM Credit

POSITIVE WORKPLACE ENVIRONMENT

INSTRUCTOR: FAYE JAMES

OBJECTIVES:

- Identify laws that prohibit harassment and discrimination.
- Define the State Personnel Board's Workplace Harassment Policy.
- Define the Rights and Responsibilities of a person being harassed.
- Identify retaliation and protection for whistleblowers.

TARGET AUDIENCE: All Staff

Required for ASCP Level III

POWERFUL AND PAINLESS PRESENTATIONS

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Identify fears and apprehensions in creating a presentation.
- Develop skills to construct, organize, and customize a presentation for a specific audience.
- Discuss and define appropriate uses of visual aids, including flipcharts, overhead projections, handouts, etcetera.

TARGET AUDIENCE: All Staff/Employees who are responsible for presentations
6 Hours CPM Credit

PRACTICAL WAYS TO HAVE A BALANCED LIFE

INSTRUCTOR: ANN HOMER COOK, PH.D.

OBJECTIVES:

- Discuss the importance of balance and the impact of balance on productivity and personal wellness.
- Define quality living.
- Explore methods to balance work and play.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

PRESENTING YOURSELF PROFESSIONALLY

INSTRUCTOR: LYNDA HUNSICKER

OBJECTIVES:

- Define characteristics of professional appearance.
- Conduct a self-evaluation based on appearance, attitude, and actions.
- Develop a current image of oneself and ways to improve that image.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

PROFESSIONAL GRAMMAR

INSTRUCTOR: MARTHA HAYES

OBJECTIVES:

- Identify and practice correct grammar, punctuation, and sentence structure.
- Construct and critique professional letters, emails, bulleted information, and other documents.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

PROMOTING AND MAINTAINING A RESPECTFUL WORK ENVIRONMENT: Your Legal Rights and Responsibilities

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES:

- Review and analyze Title VII of the Civil Rights Act of 1964.
- Review and analyze the Age Discrimination in Employment Act and the Americans with Disabilities Act.
- Define the State Personnel Board's Workplace Harassment Policy.
- Identify types of harassment: Quid Pro Quo and Hostile Work Environment.

TARGET AUDIENCE: All Staff/Supervisory/Management
3 Hours CPM Credit

PROTECTING YOUR AGENCY'S ASSETS

INSTRUCTOR: WILLIAM A. (BILLY) MOREHEAD, PH.D., CPA, CGFM

OBJECTIVES:

- Properly define fraud, waste, and abuse.
- Identify common myths and general comments about fraud.
- Examine why fraud occurs and cite the three elements that must be present for fraud to occur.
- Profile a person who commits fraud.
- List the "10 Commandments" that improve management's chances of detecting and preventing fraud.

TARGET AUDIENCE: All Staff/Supervisory/Management
3 Hours CPM Credit

PUBLIC RECORDS MANAGEMENT

INSTRUCTOR: FAYE JAMES

OBJECTIVES:

- Discuss what constitutes a public record and which records are confidential and exempt from the Public Records Act.
- Identify who has the right to inspect records.
- State the working process for a public records request.
- Identify repercussions of denying access to a public record.

TARGET AUDIENCE: All Staff

Required for ASCP Level III

RESPONDING TO A CHARGE OF DISCRIMINATION

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES: This session will properly prepare managers and human resource officials for the below stated situations. Attendees will be able to maneuver EEOC regulations and federal statutes related to investigating and responding to discrimination charges.

- How do you investigate and respond to both informal and formal charges of discrimination concerning hiring, promotion or disciplinary decisions?
- How do you properly document your response and affectively present your position to the Equal Employment Opportunity Commission?

TARGET AUDIENCE: All Staff/Management/HR

3hours CPM Credit

RIGHTS AND RESPONSIBILITIES

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES:

- Identify the legal rights and responsibilities of members of the public sector workforce.
- Discuss and interpret anti-discrimination and ethics laws including the Americans with Disabilities Act and the Family Medical Leave Act.

TARGET AUDIENCE: All Staff

Required for ASCP Level II

BSC participants should not attend this course

STRESS MANAGEMENT

INSTRUCTOR: SHARON BRIDGES, JENNIFER JASPER, OR JULIA SUMMERS

OBJECTIVES:

- Identify individual stressors and develop techniques to relieve stress.
- Discuss how personality types (MBTI) respond to stress.
- Discuss how stress affects the body.

TARGET AUDIENCE: All Staff

Required for ASCP LEVEL II

TEAMBUILDING

INSTRUCTOR: ANN HOMER COOK, PH.D. OR CHARLES SAMPSON

OBJECTIVES:

- To identify how manager can become more effective by utilizing performance-oriented teams.
- Discuss how these teams can improve overall performance and communication, increase skill levels, reduce conflict, improve response time, and drive motivation.
- Identify the critical components and attributes of performance-oriented teams.
- Define techniques for successfully leading performance-oriented teams.
- Participate in teambuilding projects.
- Identify problems within organizations which limit teambuilding and negotiate solutions to the identified problems through projects.

TARGET AUDIENCE: All Staff/Supervisory/Management

6 Hours CPM Credit

TEAMBUILDING FOR IMPROVED EFFECTIVENESS

INSTRUCTOR: CHARLES SAMPSON

OBJECTIVES:

- Develop a clear definition of teamwork and discuss the importance of “ground rules.”
- Develop a working relationship model for collaboration (“win/win” relationship).
- Discuss team administration skills and develop methods to motivate staff.
- Explore the power of “Managing by Agreeing” (MBA).
- Explore the power of positive feedback.

TARGET AUDIENCE: All Staff/Supervisory/Management

6 Hours CPM Credit

TELEPHONE ETIQUETTE

INSTRUCTOR: JULIA SUMMERS

OBJECTIVES:

- Discuss the importance of proper telephone procedures
- Measuring quality services
- Principles of effective work behavior
- Effective documentation
- Managing stress

TARGET AUDIENCE: All Staff

THE 5 CHOICES TO EXTRAORDINARY PRODUCTIVITY

INSTRUCTOR: MARIANNE GAUDIN

OBJECTIVES:

- Understand the key productivity problems of the 21st Century.
- Articulate the language and methodology of “discerning” important from less important.
- Structure what extraordinary looks like in their current, most important roles.
- Implement Weekly and Daily Q2 Planning processes to identify, schedule and execute on high-impact priorities.
- Explore how to manage appointments, tasks, contacts, notes, and documents.
- Understand the impact of brain health and ways to increase energy for day-to-day performance.

THE 7 HABITS OF HIGHLY EFFECTIVE PEOPLE

INSTRUCTOR: MARIANNE GAUDIN, DAVID HAYES, OR JAN WALKER, CPM

OBJECTIVES:

- Identify your values and develop your mission statement.
- Develop skills to improve the way you manage your time/resources.
- Discover the key to effective problem solving communication at every level.
- Renew yourself emotionally, physically, and intellectually every day of your life.

TARGET AUDIENCE: All Staff/Supervisory/Management (2 or 3 day course)
12 or 18 Hours CPM Credit

THE LEGAL RIGHTS AND RESPONSIBILITIES OF MANAGERS

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES:

- Discuss public manager's legal rights as well as legal obligations and liabilities.
- Develop strategies to efficiently handle the threat of a lawsuit.
- Explore how to make sound and effective HR decisions.
- Discuss how to recognize and avoid legal mistakes that could have damaging consequences.

TARGET AUDIENCE: All Staff/Supervisory/Management/HR Personnel
6 Hours CPM Credit

THE PUBLIC MANAGER'S LEGAL TOOLBOX: *Essential Personnel Law for Public Managers*

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES:

- Clearly describe relevant workplace legal issues.
- Name proactive management skills designed to address legal "hot spots."
- Build a toolbox of management strategies to promote fair and legal management of the public workforce.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

TIME MANAGEMENT

INSTRUCTOR: MARIANNE GAUDIN, CPM OR JULIA SUMMERS

OBJECTIVES:

- Develop a system for setting priorities and accomplishing goals on step at a time.
- Identify productive times in your day.
- Name methods to handle interruptions and identify telephone slow-downs.
- Devise methods to break the procrastination cycle.

TARGET AUDIENCE: All Staff/Supervisory/Management
3 Hours CPM Credit

TIME WELL SPENT

INSTRUCTOR: SHARON BRIDGES, CPM OR MARIANNE GAUDIN, CPM

OBJECTIVES:

- Develop strategies to plan your time so that nothing falls through the cracks.
- Develop strategies to accomplish the right thing, at the right time, and for the right reason.
- Identify your goals and align your daily activities/tasks with those goals.
- Discuss how to more effectively use a daily planner (paper or electronic).

TARGET AUDIENCE: All Staff
Required for ASCP Level III

UNDERSTANDING DIVERSITY

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Recognize the various kinds of diversity-related changes taking place in the workplace and around the country.
- Explore definitions and concepts related to diversity issues, paying particular attention to the pitfalls of stereotypes.
- Develop an appreciation of various kinds of diversity.
- Develop strategies to recognize and avoid various forms of workplace harassment.

TARGET AUDIENCE: All Staff
6 Hours CPM Credit

UNTANGLING THE CONFUSING WEB OF ADA, FMLA, AND WORKER'S COMPENSATION REGULATIONS

INSTRUCTOR: JOE GOFF, J.D.

OBJECTIVES:

- Identify where laws overlap each other and which one has precedent.
- Identify potential problem areas in your organization and determine what changes should be made.
- Develop strategies to ensure that every manager/supervisor in your organization understands the complexity of the laws and the importance of compliance and develop internal processes/procedures that guarantee compliance of the laws.
- State how to better manage reports, records, and forms required by each law.

TARGET AUDIENCE: All Staff/Supervisory/Management
3 Hours CPM Credit

WHAT MATTERS MOST: PRACTICAL WAYS TO HAVE A BALANCED LIFE

INSTRUCTOR: JENNIFER JASPER

OBJECTIVES:

- Discuss techniques necessary to be successful in an overloaded world and explore organizational skills.
- Clearly define goals and break them down into key tasks.
- Reduce stress by eliminating unnecessary activities.
- Discuss the importance of balance and the impact of balance on wellness.

TARGET AUDIENCE: All Staff

WORKING AT THE SPEED OF TRUST

INSTRUCTOR: MARIANNE GAUDIN

OBJECTIVES: In this course, we will define, discuss, and investigate the following competencies:

- Self-Trust: Act with integrity
Identify the costs of low trust
Set a positive example
Take responsibility
- Relationship Trust: Develop trust
Keep commitments
Restore trust
Empower others
Achieve results through others
Solve problems creatively
Resolve conflicts and disagreements
Improve business relationships
- Organizational Trust: Positively influence results
Help improve team processes
Identify ways to increase organizational trust
- Market Trust: Help inspire customer loyalty
Enhance organizational reputation
- Societal Trust: Give back to the community and state
Contribute to society

TARGET AUDIENCE: All Staff

WORKPLACE VIOLENCE PREVENTION

INSTRUCTOR: DAVID HAYES

OBJECTIVES:

- Examine facts and statistics concerning violence in the workplace in order to develop a heightened awareness of the impact of violence on today's workplace.
- Examine the risk factors that can contribute to the likelihood of violence in the workplace.
- Discuss common warning signs (attitudes and behaviors) that may be noticed in potentially violent employees before an act of violence occurs.
- Identify events that may serve as triggers to an act of violence on the part of a potentially violent employee.
- Develop intervention and de-escalation strategies in order to defuse potentially violent situations.
- Recognize the responsibilities of agencies, managers, and employees for reporting incidents of violence or threats and post-trauma crisis management.

TARGET AUDIENCE: All Staff/Supervisory/Management
6 Hours CPM Credit

WRITING ADVANTAGE™

Achieving What Matters Most with Successful Communication

INSTRUCTOR: SHARON BRIDGES, CPM OR RENEE' SCALES, CPM

OBJECTIVES:

- Discuss the importance of the ability to communicate.
- Discuss how effective writing skills most often deliver the results you want.
- Develop skills to improve productivity by writing quickly and easily.
- Develop skills to increase credibility with quality writing that reflects your best ideas and abilities.
- Develop skills to become a confident writer using proven communication standards.

TARGET AUDIENCE: All Staff
Required for ASCP Level I

YOU RAISED THEM, NOW MANAGE THEM

Managing the X and Y Generation

INSTRUCTOR: ANN HOMER COOK, PH.D.

OBJECTIVES:

- Identify how managers can become more effective by recognizing the values and needs of the X and Y generations for performance-oriented workplaces.
- Discuss how teams can improve overall performance and communication, increase skill levels, reduce conflict, improve response time, and drive motivation with this age group.
- Identify critical components and attributes of managing and working with this age group of employees.
- Discuss techniques for successfully leading performance-oriented teams with X and Y generation team members.
- Identify problems within organizations which limit involvement of X and Y generation staff members and negotiate solutions to identified problems.
- Discuss the value of X and Y team members for building teams for the future.

TARGET AUDIENCE: All Staff/Supervisory/Management

6 Hours CPM Credit